



Managing Refunds and Overpayment Submissions

When overpaid, many providers wonder if they need to return the funds. The short answer is yes. An overpayment is a payment made to a provider in error. Peach State Health Plan regularly audits claims to ensure proper payment. When claims are identified to have been underpaid or overpaid, we will reprocess these claims appropriately. If you identify an overpayment, you are responsible for reporting it to the Health Plan. Providers have 60 days from the date you identify the overpayment, to submit a refund to Peach State Health Plan. Please be sure to include the reason for the overpayment and reference the specific claim(s) affected by the overpayment identified.

Please remit the overpayment, to the following address:

Peach State Health Plan
Attn: Finance
1100 Circle 75 Pkwy, Suite 1100
Atlanta, Georgia 30339

For more information, please refer to the Refunds and Overpayments section of the [Peach State Health Plan Provider Manual](#). ✨



The Provider Report is for healthcare providers, physicians, and office staff to stay up to date on providing quality healthcare to your patients.

Peach State Health Plan is dedicated to providing you with reliable services and support.

As our partner, we always want you to have access to industry knowledge, resources and programs created to deliver efficiency for your practice, so you can focus on your patients.

National 988 Suicide & Crisis Lifeline is Now Live

The 988 Suicide & Crisis Lifeline is now in Georgia. And there is tremendous need, given:

- In 2020, the U.S. had one death by suicide every 11 minutes.
- For people ages 10–34, suicide is a leading cause of death.
- From April 2020 through April 2021, over 100,000 people died from drug overdoses.
- In Georgia, 1,569 lives were lost to suicide and 314,000 adults had thoughts of suicide in 2020.
- 7 in 10 Georgia youth in the juvenile justice system have a mental health condition.
- In Georgia, an individual with serious mental illness has a one in five chance of ending up in prison instead of a hospital.
- Georgia ranks 48th in 50 states and DC for access to mental health care, resources, and insurance.

Behind each of these data points, there are people, families and communities who have been impacted. Yet, in the face of these urgent realities, there is hope.

On July 16, 2022, Georgia joined the rest of the United States in promoting use of the 988-dialing code. 988 will be the new three-digit number for call (multiple languages), text or chat (English only) that connects people to the existing National Suicide Prevention Lifeline, where compassionate, accessible care and support are available for anyone experiencing mental health-related distress. The chat feature will be available through the [Lifeline's website](#). People can use 988 if they are having thoughts of suicide, mental health or substance use crises, or any other kind of emotional distress. People can also dial 988 if they are worried about a loved one who may need crisis support.

The Lifeline works! Since the Lifeline began in 2005, it has served as an invaluable resource, helping thousands of people overcome suicidal crisis or mental health-related distress every day. With the transition to 988, these life-saving services will be even easier to reach.



The federal government and partners from across many industries in the public and private sectors are working together to provide guidance and resources to make our work a little easier.

Notably:

- The Substance Abuse and Mental Health Services Administration (SAMHSA) created a one-stop shop, the 988 Partner Toolkit, at www.samhsa.gov/988. The toolkit provides [key messages](#), [FAQs](#), and more information about 988. SAMHSA will continue to add materials including videos, wallet cards, and other informational materials about 988 to the toolkit over time.
- SAMHSA has worked with partners across several critical industries to create a **holistic view of readiness for the implementation of 988** for states, territories, tribes, crisis contact centers, public safety answering points (PSAPs) and behavioral health providers. Through these collaborative efforts, SAMHSA created [guidance documents \(e.g., “playbooks”\)](#) for these critical groups to support implementation of 988.
- Peach State Health Plan has developed a **one-page overview** of the 988 Suicide & Crisis Lifeline for members and patients. [SAMHSA 988 Fact Sheet](#) explains how 988 works and when to use it. We encourage you to download this material and distribute and post in your offices.

We look forward to working with you to encourage use of this critical service to our community. Thank you for your partnership in supporting our members. Together, we can transform the health of communities—one person at a time. ✨



Georgia Lifeline Wireless Program

Did you know that all Georgia Medicaid members qualify for a free phone and plan via the federal Lifeline program?

To learn more about this free benefit for Medicaid members visit <https://galifeline.com> or call 1-833-473-1482. ✨

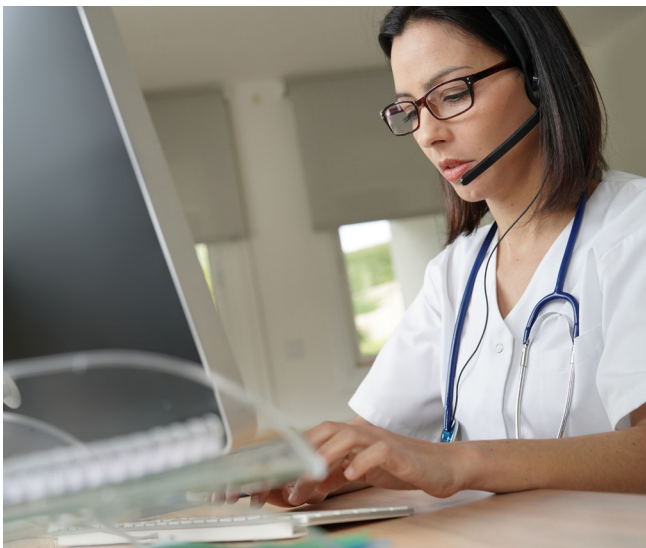
Keep Us Informed

At Peach State Health Plan we value everything you do to deliver quality care to our members. We want to make sure your practice receives timely information to help you do business with us and help change the health of our communities, one person at a time.

Please keep Peach State Health Plan informed of your most up to date demographic information for your practice. That means it's important for us to know if you plan to move, change phone numbers or leave the network.

Call 1-866-874-0633 to update /verify your contact information or status. You can also check your information on our secure provider portal at pshp.com.

Please let us know at least **30 days before** you expect a change to your information. ✨



Talk to Your Patients About Keeping Their Medicaid Information Up-To-Date

They could be missing out on important updates regarding their health coverage

As a healthcare professional, your patients look to you for expert advice. Be sure to remind them to update their contact information so they don't risk missing important information about their Medicaid benefits.

If they have moved, changed phone numbers, or have a new email address, it is important that they let us know so we can make sure everything is up to date. Your patients can make updates online to gateway.ga.gov or they can call the Member Services number on the back of their Member ID card. If Georgia Families® does not have their current contact information, they may miss important communications and risk losing their benefits.

Thanks for all that you do for the health and well-being of your patients. **Questions or concerns? We're here to help.** Visit pshp.com, email us, or call us **1-866-874-0633** today.



Peach State Health Plan Addresses Baby Formula Shortage through Donations to Local Providers

Across the country over the past few months, parents and healthcare providers saw the availability of formula in stores diminish and prices on the secondary market soar. While supplies are slowly returning, many underserved and rural areas of the state are still experiencing critical shortages, causing parents across Georgia to continue to struggle to find formula.

As Georgia's largest care management organization, Peach State Health Plan has worked with community physicians to deliver critically needed infant and baby formula to Georgia's medical providers in underserved areas around the state.

“The increased cost and scarce availability of baby formula is putting undue stress on Georgia’s communities, and negatively impacting the health of newborns and their families,” said Wade Rakes, CEO and President of Peach State Health Plan. “Some of the most negatively impacted are those living in rural and underserved regions of the state, and Peach State Health Plan is committed to help provide formula to areas that are in the greatest need.”

“I am proud of the public-private partners that are banding together to support Georgians in need,” said Governor Brian Kemp. “At the state level, we will continue working with relevant agencies and other stakeholders, like Peach State Health Plan, who are rising to meet the challenge before us and helping assist parents and newborns in need.”

“Peach State Health Plan is one of our valued partners in Medicaid managed care,” said Caylee Noggle, Commissioner for the Georgia Department of Community Health. “We are proud of the work they are doing to continue to help our community.”

Infant formula is critical to the health and development of newborns. According to the Centers for Disease Control and Prevention, roughly 1 in 4 parents exclusively breastfeed their children up to the age of 6 months, leaving the overwhelming majority of parents and caregivers at least partially dependent on formula.



Peach State Health Plan Sr. Vice President of Population Health Laquanda Brooks (R) stands with Helping Mamas, Inc. CEO Jamie Lackey (L) after delivering formula to the organization's Norcross location.

“The formula donated by Peach State Health Plan will go a long way to help our patients struggling to find affordable or any formula for their families,” said Dr. Nelson T. Madrazo, MD FAAP, Sumter Pediatrics. “The formula shortage has been tough on all of Georgia’s families. It is good to know that there are companies out there like Peach State Health plan working to find solutions to the shortage.”

Peach State Health Plan has provided cannisters of formula to medical providers and organizations located in Albany, Atlanta, Augusta, Cairo, Columbus, Conyers, Dalton, Leesburg, Norcross, Thomasville, and Tifton. Peach State Health Plan will continue its effort to help Georgia’s families through various deliveries and partnerships.

For families impacted by infant formula shortages, Peach State Health Plan members can contact the **Community Connections Help Line for supply assistance at 1-866-775-2192 or TTY 711.** ✨

Sports Physical and Well Child Visit on the Same Day

The EPSDT well-child exam is an overall health exam that includes personal and family history, a developmental/behavioral assessment, a comprehensive physical examination, screening test and anticipatory guidance.

The Sports Physical is a pre-participation physical examination that will evaluate the member's ability to participate in certain sports safely by assessing their risk of injury.

Peach State Health Plan will reimburse our providers (PCPs) for performing Sports Physicals for our members 8-18 years old when a Well-Child Visit and Sports Physicals are completed on the same date of service for members who are up to date with their EPSDT Periodic Visit.

Members who are current with EPSDT Periodic Visit must include the following component for claims submission when reporting a Sports Physical service:

Description	Code
Sports Physical Service	CPT: 99212 ICD-10-CM: Z02.5

If the member has not received an annual EPSDT Periodic Visit in the last year and requires a Sports Physical the following components for claims submission when reporting must include:

Description	Code
Well-Child Visit	CPT: 99383-99385 or 99393-99395 Modifier: EP ICD-10-CM: Z00.121, Z00.129
Sports Physical Service	CPT: 99212 Modifier: 25 ICD-10-CM: Z02.5

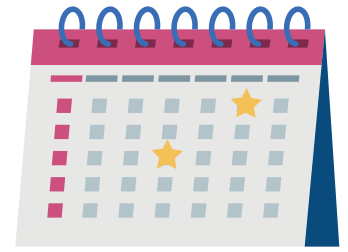
The American Academy of Pediatrics is now recommending that providers ask members during sports physical exams if they have had the COVID-19 vaccine or the SARS-CoV-2 infection, as of 2021 to include in the child's medical history. ✨



Mark Your Calendar: Upcoming Provider Trainings

Peach State Health Plan offers trainings for both behavioral health and physical health providers in our network at no cost. Our team provides mostly clinical, provider-focused education on topics that are geared towards improving member outcomes. The majority of our clinical trainings also offer behavioral health continuing education units also at no cost to the attendee. Trainings are completed via live/virtual instructor led webinars.

Please see below for a selection of our upcoming trainings. For additional training opportunities please visit: [Peach State Health Plan Specific Training Offerings](#)



GA Side Effects of Behavioral Health Medications

This training provides an overview of how psychotropic medications work, as well as some of the adverse effects that people can experience. Different classes of psychotropic medications are discussed as well as some of the side effects providers and members need to look out for.

Register for upcoming sessions below:

[September 9, 2022 2:00pm-3:30pm Eastern](#)

Cultural Competence and Humility

This training is designed to create an understanding of Cultural Humility and how it relates to Cultural Competence. Specific attention will be given to the role of implicit and explicit bias in interpersonal interactions.

Register for upcoming sessions below:

[September 13, 2022 2:00pm-4:00pm Eastern](#)

GA Physical Health 101

Mental health and Physical Health providers will receive an overview of common physical health diagnoses that impact a member's mental health.

Register for upcoming session below:

[September 14, 2022 3:00pm-5:00pm Eastern](#)

SBIRT- Screening, Brief Intervention and Referral for Treatment

Attendees will gain clinical knowledge and skills to implement the use of SBIRT in their practice. This training focuses on screening and referral to treatment for alcohol and substance use in patients in a health care setting.

Register for upcoming sessions below:

[September 15, 2022 2:00pm-4:00pm Eastern](#)

Integrated Health

Behavioral health, substance abuse and physical health providers are introduced to the concept of integrated care, which is designed to increase positive treatment outcomes through a holistic model of care and comprehensive and collaborative supports

Register for upcoming sessions below:

[September 19, 2022 11:00am-12:30pm Eastern](#)

GA Resiliency and Recovery

Providers learn how to help members in recovery with substance use disorder and mental health, to identify characteristics in themselves that may be barriers or supports to recovery. The definition of Recovery. Learn that risk factors that can predispose an individual to be more at risk to develop a mental or substance use disorder.

Register for upcoming session below:

[September 20, 2022 11:00am-1:00pm Eastern](#)

GA Effective Communication

Attendees will Define effective communication, Identify at least three types of language styles, Complete two exercises that demonstrate effective communication

Register for upcoming session below:

[September 28, 2022 10:00am-12:00pm Eastern](#)

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Mark Your Calendar: Upcoming Provider Trainings, con't.

Mental Health First Aid for Youth

This course includes 2 components, a self-paced portion and an instructor led portion- both will be virtual.

Once you register here, you will receive a link to join MHFA Connect. You must create an account in MHFA Connect to complete the self-paced introduction. You will not be able to attend the virtual instructor led portion unless you complete the self-paced introduction

Register for upcoming sessions below:

[September 20, 2022 10:30am-3:30pm Eastern](#)

[November 4, 2022 12:00pm-6:00pm Eastern](#)

[November 8, 2022 9:30am-3:00pm Eastern](#)

Mental Health First Aid for Adults

This course includes 2 components, a self-paced portion and an instructor led portion- both will be virtual.

Once you register here, you will receive a link to join MHFA Connect. You must create an account in MHFA Connect to complete the self-paced introduction. You will not be able to attend the virtual instructor led portion unless you complete the self-paced introduction

Register for upcoming sessions below:

[November 1, 2022 10:00am-4:30pm Eastern](#)

[November 17, 2022 12:00pm-6:30pm Eastern](#)

BH ECHO External Provider Training

[The new BH ECHO Provider Training is now live on the Peach State Health Plan website.](#) The purpose of the BH ECHO training is to provide awareness and strategies to enhance our health plan members satisfaction and experience with mental health and substance use services. The intended audience is physical health providers and behavioral health providers.

Experience of Care and Health Outcomes (ECHO)
<https://www.pshpgeorgia.com/providers/resources/behavioral-health.html>

CPT Category II Coding: HEDIS® Performance Measures

<p>What are CPT Category II Codes?</p> <p>Current Procedural Terminology (CPT) Category II codes were developed by the American Medical Association (AMA) as a supplemental performance tracking set of procedural codes in addition to the CPT Category I codes used for tracking and billing for common procedures.</p>	<p>What is the purpose of CPT Category II Codes?</p> <p>These codes are intended to facilitate data collection on quality of care delivered by coding certain services and/or test results that support performance measures on quality metrics to close HEDIS Care Gaps. Category II codes are NOT billing codes; they are used to track services on claims</p>	<p>Why use CPT Category II Codes?</p> <p>Peach State Health Plan highly encourages clinical office staff and billers to use CPT Category II codes. This will reduce the need for medical record abstraction and chart review; therefore, minimizing the administrative burden on physicians and other health professionals seeking to measure the quality of their patient care.</p>
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HEDIS® Measure - CPT II codes:

HEDIS Measure	Description	CPT II Code
Advance Care Planning (ACP)	Advance Care Planning discussion and documentation	1123F, 1124F, 1157F, 1158F
Care for Older Adults (COA)	Pain Assessment	1125F & 1126F
	Medication Review	1159F & 1160F
	Functional Status	1170F
Controlling High Blood Pressure (CBP) <i>CBP can be satisfied with administrative data – reducing fewer number of hybrid chases</i>	Most Recent BP Reading Systolic <140mm Hg	3074F, 3075F
	Systolic >140mm Hg	3077F
	Diastolic < 80mm Hg	3078F, 3079F
	Diastolic > 90mm Hg	3080F
Hemoglobin A1c Control for Patients with Diabetes (HBD)	HbA1c Results	3044F (<7.0%), 3046F (>9.0%), 3051F (> 7.0%), 3052F (>8.0% or < 9.0%)
Eye Exam for Patients with Diabetes (EED)	Eye Exam with Evidence of Retinopathy	2022F, 2024F, 2026F
	Eye Exam Without Evidence of Retinopathy	2023F, 2025F, 2033F
	No Evidence of Retinopathy in the prior year	3072F
Blood Pressure Control for Patients with Diabetes (BPD)	Most Recent BP Reading Systolic <140mm Hg	3074F, 3075F
	Systolic >140mm Hg	3077F
	Diastolic < 80mm Hg	3078F, 3079F
	Diastolic > 90mm Hg	3080F

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CPT Category II Coding: HEDIS® Performance Measures, con't.

HEDIS Measure	Description	CPT II Code
Prenatal and Postpartum Care (PPC)	Prenatal Visit	0500F, 0501F, 0502F
	Postpartum Visit	0503F
Transition of Care (TRC)	Medication Reconciliation	1111F
Metabolic Monitoring for Children and Adolescents for Antipsychotics (APM) Diabetes Monitoring for People with Diabetes and Schizophrenia (SMD) Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications (SSD)	HbA1c Results	3044F (<7.0%), 3046F (>9.0%), 3051F (> 7.0%), 3052F (>8.0% or < 9.0%)
Metabolic Monitoring for Children and Adolescents on Antipsychotics (APM) Diabetes Monitoring for People with Diabetes and Schizophrenia (SMD) Cardiovascular Monitoring for People with Cardiovascular Disease and Schizophrenia (SMC)	LDL-C Results	3048F, 3049F, 3050F



Provider Services: 1-866-874-0633
Georgia Relay Service 711

Mailing Address:
Peach State Health Plan
1100 Circle 75 Parkway, Suite 1100
Atlanta, GA 30339

Claims Address:
Peach State Health Plan
Attn: Claims Department
PO Box 3030
Farmington, MO 63640-3805

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